































## ***PAYER INTERNET GUIDE***


### ***Healthcare Providers -- How the Internet Can Work for You***

The checklist below provides an overview of the Internet capabilities offered to participating providers by six of Maryland's top payers. More detailed descriptions of each payer's Internet capabilities are also provided on the pages that follow. Many payer Websites offer additional

information for providers, such as formulary information, credentialing assistance, provider profile update capabilities, coding assistance, and medical information. Consult each payer's Website for more information as well as updates and expansion of their Internet capabilities.

#### ***PROVIDER INTERNET CAPABILITIES OF MARYLAND'S TOP PAYERS***

	ELIGIBILITY	BENEFITS	CLAIM STATUS	CLAIM SUBMISSION	REFERRAL	AUTHORIZATION/ CERTIFICATION/ NOTIFICATION	CLAIMS APPEALS
<b>AETNA</b>							
<b>CAREFIRST</b>							
<b>CIGNA HEALTHCARE</b>							
<b>COVENTRY HEALTH CARE</b>					Not Necessary		
<b>MAMSI</b>							
<b>UNITED HEALTHCARE</b>					Not Necessary		

 in a column indicates that the payer has this Internet capability

Updated May 2005

## PAYER INTERNET GUIDE







### Access and Enrollment

PAYER	HOW TO ACCESS	HOW TO ENROLL
<b>AETNA</b>	<ul style="list-style-type: none"> <li>◆To access <b>Aetna's Physician Self-Service</b> application, go to: <a href="http://www.Aetna.com">www.Aetna.com</a>. Under "Doctors and Hospitals" select "Physician Self-Service."</li> </ul>	<ul style="list-style-type: none"> <li>◆New users can register online, where they select a user ID and password. To verify the registration, a confirmation letter will be mailed to the primary office address within 7-10 business days.</li> </ul>
<b>CAREFIRST</b>	<ul style="list-style-type: none"> <li>◆<b>CareFirst Direct</b> is an interactive "real-time" website. To access <b>CareFirst Direct</b> go to: <a href="http://www.carefirst.com">www.carefirst.com</a>, then to Providers &amp; Physicians Electronic Services; then log on to <b>CareFirst Direct</b>.</li> </ul>	<ul style="list-style-type: none"> <li>◆Enrollment forms, available online under "Electronic Services – Learn More", can be submitted via fax. A response will be received within 3 business days. Initial login and password is granted to the Provider Office Manager and designated backup. The Office Manager can then add additional users as well as limit users to specific online functions.</li> </ul>
<b>CIGNA HEALTHCARE</b>	<ul style="list-style-type: none"> <li>◆To access <b>CIGNA HealthCare's</b> online services, go to: <a href="http://www.cigna.com/health/provider">www.cigna.com/health/provider</a>, and select "Log in to your account" from the "Popular Links."</li> </ul>	<ul style="list-style-type: none"> <li>◆Request a user ID and password online. Physicians will receive user IDs by mail within 3-5 business days; hospitals and ancillary providers will receive user IDs within 4 weeks. Access for support staff can then be granted via a module called "delegation."</li> </ul>
<b>COVENTRY HEALTH CARE</b>	<ul style="list-style-type: none"> <li>◆Access secure <b>Coventry Provider E-Services</b> through WebMD Office. Eligibility &amp; ERAs also available through some Practice Management Systems (check with PMS vendor). Provider manuals and searches available at: <a href="http://www.cvty.com">www.cvty.com</a>.</li> </ul>	<ul style="list-style-type: none"> <li>◆Providers can call 877-GOWEBMD to sign up for WebMD Office. If you are able to access information through your Practice Management System, contact your system vendor.</li> </ul>
<b>MAMSI</b>	<ul style="list-style-type: none"> <li>◆To access <b>e-MAMSI</b> go to: <a href="http://www.mamsi.com">www.mamsi.com</a>. Then go to <b>e-MAMSI</b> logon in upper right hand corner of screen.</li> </ul>	<ul style="list-style-type: none"> <li>◆Request a user ID by going to e-MAMSI, Health Care Professional Registration. Account information will be mailed to you. Each user registers individually; access to different e-MAMSI functions can be restricted by user ID.</li> </ul>
<b>UNITED HEALTHCARE</b>	<ul style="list-style-type: none"> <li>◆To access <b>United Healthcare Online</b> go to: <a href="http://www.unitedhealthcareonline.com">www.unitedhealthcareonline.com</a>. United Healthcare's <b>Online Business to Business (B2B) Gateway</b> offers a direct connect applications for submitting real-time and batch HIPAA-compliant transactions through a secure internet connection. For the United Healthcare MCO, AmeriChoice, website, go to: <a href="http://www.americhoice.com">www.americhoice.com</a>, and select "Secure Online Services."</li> </ul>	<ul style="list-style-type: none"> <li>◆User IDs and passwords are issued to an ID Administrator with the provider organization. The ID Administrator can issue IDs and passwords to other provider organization staff. To obtain the ID Administrator User ID and password, call: 1-866-842-3278.</li> <li>◆Providers must also register for access to AmeriChoice online services. Go to "Secure Online Service" on the AmeriChoice website for registration information.</li> </ul>




## **PAYER INTERNET CAPABILITIES - AETNA**

 = Payer has internet capability





### **ELIGIBILITY**

-  Subscriber Name
-  Subscriber Address
-  Employer
-  DOB
-  Coverage Effective Date
-  Coverage Termination Date

### **REFERRAL**



-  Request
- Update
-  View
-  Print capabilities
- Services requiring referral

### **PRECERTIFICATION**



-  Request
- Update
-  View
-  Services needing precertification
-  Precertification telephone #

### **BENEFITS**




#### ***Patient Cost Sharing Information***

-  Copay per visit
-  PCP


#### ***Annual Amounts***

-  Deductible
-  Coinsurance
- Out-of-pocket max

#### ***YTD Amounts***








-  Deductible
-  Coinsurance
-  Out-of-pocket max

#### ***Benefits Information***

-  Plan Name
-  Hospital admission
-  Emergency room
- Urgent care
-  Mental health
-  Lab
-  Imaging
-  Vision
-  Pharmacy
-  Exclusions

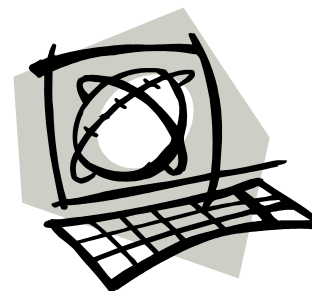
### **CLAIMS**

#### ***Claims Status***

-  Days of claim history online
- Claim received date
-  Claim status
-  Claim adjudicated date
-  Claim total paid
-  Claim paid date
-  Claim line detail
- Payee name and address
- Check/EFT amount
-  Check/EFT date

#### ***Claims Appeals***

- Initiate appeal
- View status/updates
- Additional information required
- View claim appeal & review process



*Last update of payer information: May '05*



# **PAYER INTERNET CAPABILITIES - CAREFIRST**

= Payer has internet capability

## **ELIGIBILITY**

- Subscriber Name
- Subscriber Address
- Employer
- DOB
- Coverage Effective Date
- Coverage Termination Date

## **REFERRAL**

- Request
- Update
- View
- Print capabilities
- Services requiring referral

## **PREAUTHORIZATION**

- Request
- Update
- View
- Services needing preauthorization
- Preauthorization telephone #

## **BENEFITS**

### ***Patient Cost Sharing Information***

- Copay per visit
- PCP

### ***Annual Amounts***

- Deductible
- Coinsurance
- Out-of-pocket max

### ***YTD Amounts***

- Deductible
- Coinsurance
- Out-of-pocket max

### ***Benefits Information***

- Plan Name
- Hospital admission
- Emergency room
- Urgent care
- Mental health
- Lab
- Imaging
- Vision
- Pharmacy
- Exclusions

## **CLAIMS**

### ***Claims Status***

- Days of claim history online
- Claim received date
- Claim status
- Claim processed date
- Claim total paid
- Claim paid date
- Claim line detail
- Payee name and address
- Check/EFT amount
- Check/EFT date

### ***Claims Appeals***

- Initiate appeal
- View status/updates\*
- Additional information required
- View claim appeal & review process

\*Available for National Capital Area members only.







Last update of payer information: May '05

# **PAYER INTERNET CAPABILITIES - CIGNA HEALTHCARE**



 = Payer has internet capability

## **ELIGIBILITY**

Subscriber Name  
Subscriber Address  
 Employer  
 DOB  
 Coverage Effective Date  
 Coverage Termination Date

## **REFERRAL**

***(Formal referral is optional - see website for more information)***



Create  
Update  
 View  
 Print capabilities  
Services requiring referral

## **PREAUTHORIZATION**




Request  
Update  
View  
Services needing preauthorization  
Preauthorization telephone #

## **BENEFITS**

### ***Patient Cost Sharing Information***

 Copay per visit  
 PCP

### ***Annual Amounts***

 Deductible  
 Coinsurance  
 Out-of-pocket max

### ***YTD Amounts***










Deductible  
Coinsurance  
Out-of-pocket max

### ***Benefits Information***

 Plan Name  
 Hospital admission  
 Emergency room  
 Urgent care  
Mental health  
 Lab  
 Imaging  
 Vision  
 Pharmacy  
Exclusions

## **CLAIMS**

### ***Claims Status***

 Days of claim history online  
Claim received date  
 Claim status  
 Claim processed date  
 Claim total paid  
 Claim paid date  
 Claim line detail  
 Payee name and address  
 Check/EFT amount  
 Check/EFT date

### ***Claims Appeals***

Initiate appeal  
View status/updates  
Additional information required  
View claim appeal & review process








Last update of payer information: May '05

## **PAYER INTERNET CAPABILITIES - COVENTRY HEALTHCARE**

 = Payer has internet capability

### **ELIGIBILITY**




-  Subscriber Name
-  Subscriber Address
- Employer
-  DOB
-  Coverage Effective Date
-  Coverage Termination Date

### **REFERRAL - Not necessary if referred to in-network provider**

- Create
- Update
- View
- Print capabilities
- Services requiring referral

### **AUTHORIZATION**



**NOTE: Authorization information is not available for Diamond Plan members**

-  Request
- Update
-  View
- Services needing authorization
-  Authorization telephone #



### **BENEFITS**

**NOTE: Benefits information is not available for Diamond Plan members**

#### **Patient Cost Sharing Information**

-  Copay per visit
-  PCP






#### **Annual Amounts**

-  Deductible
-  Coinsurance (copayment)
- Out-of-pocket max

#### **YTD Amounts**








- Deductible
- Coinsurance
- Out-of-pocket max

#### **Benefits Information**

-  Plan Name
-  Hospital admission
-  Emergency room
-  Urgent care
-  Mental health
-  Lab
-  Imaging
-  Vision
-  Pharmacy
-  Exclusions

### **CLAIMS**

#### **Claim Status**

- Days of claim history online
- Claim received date
-  Claim status
-  Claim processed (adjudicated) date
-  Claim total paid
-  Claim paid (effective) date
-  Claim line detail
- Payee name and address
-  Check/EFT amount
-  Check/EFT date

#### **Claims Appeals**

- Initiate appeal
- View status/updates
- Additional information required
- View claim appeal & review process





Last update of payer information: May '05





# **PAYER INTERNET CAPABILITIES - MAMSI**

 = Payer has internet capability



## **ELIGIBILITY**

-  Subscriber Name
- Subscriber Address
- Employer
-  DOB
- Coverage Effective Date
- Coverage Termination Date

## **REFERRAL**

-  Create
-  Update
-  View
-  Print capabilities
- Services requiring referral

## **PREAUTHORIZATION**

- Request
- Update
- View
-  Services needing preauthorization
-  Preauthorization telephone #

## **BENEFITS**

### ***Patient Cost Sharing Information***

- Copay per visit
- PCP


### ***Annual Amounts***

- Deductible
- Coinsurance
- Out-of-pocket max

### ***YTD Amounts***









- Deductible
- Coinsurance
- Out-of-pocket max

### ***Benefits Information***

-  Plan Name
- Hospital admission
- Emergency room
- Urgent care
- Mental health
- Lab
- Imaging
- Vision
- Pharmacy
- Exclusions

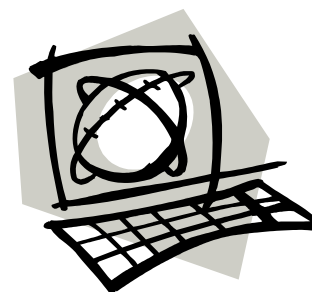
## **CLAIMS**

### ***Claims Status***

-  Days of claim history online
- Claim received date
-  Claim status
-  Claim processed date
-  Claim total paid
-  Claim paid date
-  Claim line detail
- Payee name and address
-  Check/EFT amount
-  Check/EFT date

### ***Claims Appeals***

- Initiate appeal
- View status/updates
- Additional information required
- View claim appeal & review process



*Last update of payer information: May '05*






# **PAYER INTERNET CAPABILITIES – UNITED HEALTHCARE**

**Please note:** United Healthcare and their MCO, AmeriChoice, have their own websites. Their individual internet capabilities are distinguished as follows:

 = United Health Care has internet capability

★ = AmeriChoice has internet capability






## **ELIGIBILITY**

-  ★ Subscriber Name
-  ★ Subscriber Address  
Employer
-  ★ DOB
-  ★ Coverage Effective Date
-  ★ Coverage Termination Date

## **REFERRAL (Not Necessary)**



- Create
- Update
- View
- Print capabilities
- Services requiring referral

## **NOTIFICATION REQUIREMENTS (Inpatient Admission/Outpatient Surgery Notification)**




-  ★ Request
-  ★ Update (★ outpatient only)
-  ★ View
-  Services needing notification
-  ★ Notification telephone #

## **BENEFITS**




### ***Patient Cost Sharing Information***

-  Copay per visit
-  PCP


### ***Annual Amounts***

-  Deductible
-  Coinsurance
-  Out-of-pocket max

### ***YTD Amounts***








-  Deductible
-  Coinsurance
-  Out-of-pocket max

### ***Benefits Information***


-  Plan Name
-  Hospital admission
-  Emergency room
-  Urgent care
-  Mental health
-  Lab
-  Imaging
-  Vision
-  Pharmacy
- Exclusions

## **CLAIMS**

### ***Claims Status***

- Days of claim history online
-  Claim received date
-  Claim status
-  Claim processed date
-  ★ Claim total paid
- ★ Claim paid date
-  ★ Claim line detail
- Payee name and address
-  ★ Check/EFT amount
-  ★ Check/EFT date

### ***Claims Appeals***

-  Initiate appeal
- View status/updates
- Additional information required
- View claim appeal & review process



Last update of payer information: May '05